

Agenda



Cabinet Member for Culture & Leisure

Date: Monday, 21 August 2017

Time: N/A

Venue: N/A

To: Councillors D Harvey

Item

Wards Affected

1 Public Library Standards Return 2016 2017 (Pages 3 - 28)

This page is intentionally left blank

Report

Cabinet Member for Culture & Leisure

Part 1

Date: 18 August 2017

Subject Welsh Public Library Standards Return 2016/17

Purpose The purpose of the report is to seek Cabinet Member for Culture & Leisure's approval to submit the return detailing the Library Service's performance in 2016/17 against the Fifth Framework of the Welsh Public Library Standards.

Author Library Operations Manager

Ward General

Summary The Welsh Public Library Standards were first introduced in 2002 as a mechanism for Welsh government to assess the performance of local authorities in delivering the statutory requirement of "a comprehensive and efficient" public library service. Each framework has covered a three year period with the new fifth Framework covering the period from April 2014 until March 2017.

The fifth framework introduced a different reporting format to the first four frameworks. This new framework replaces standards and performance indicators with 18 core entitlements and 16 quality indicators to measure the impact of library services in Wales.

The initial self-assessment of the return indicates that the library service has performed well against certain elements, where there has been a progressive improvement over the three years of the framework. However, increasing pressure upon revenue budgets has had an impact on the service's ability to meet targets based upon resource inputs.

Proposal To approve the return detailing the Welsh Public Library Standards performance to Welsh Government

Action by Head of Regeneration, Investment and Housing

Timetable Immediate

This report was prepared after consultation with:

- Culture and Heritage Manager
- Head of Regeneration, Investment and Housing
- Director, Place
- Head of Finance – Chief Finance Officer
- Head of Law and Regulations – Monitoring Officer
- Head of People and Business Change

Signed

1. Background

- 1.1 The Public Libraries and Museum's Act of 1964 requires local authorities to "provide a comprehensive and efficient library service for all persons desiring to make use thereof" and makes it a statutory duty of the relevant Welsh Minister "to superintend and promote the improvement of the public library service provided by local authorities and to secure the proper discharge by local authorities of the functions in relation to libraries conferred upon them as library authorities under this Act."
- 1.2 The introduction of the Welsh Public Library Standards in 2002 was the mechanism through which the Minister was able to fulfil the duty in relation to public libraries in Wales.
- 1.3 The standards have covered areas such as opening hours, levels and quality of stock, expenditure on resources and satisfaction with staff and services. In the previous frameworks, Newport has consistently been amongst the highest performing library authorities in Wales in meeting the standards and in both the third framework from 2008-2011 and the fourth framework of 2011 – 2014 was the only authority to achieve all of the standards.
- 1.4 The Fifth Framework introduced a significantly altered reporting format. Previous frameworks have identified dedicated standards and performance indicators to report against. Instead, the latest framework introduced 18 core entitlements and 16 quality indicators that will be used to measure the impact of library services on the lives of the people of Wales.
- 1.5 The stated aim of the Fifth framework was to introduce an increased focus upon how library services are working to meet the strategic priorities of the Welsh Government and to allow the opportunity for services to work flexibly at a time of financial restraint. Consisting of a mix of input and output measures as well as qualitative and impact/outcome analysis the framework is themed around four core service aspects:
 - Customers and communities
 - Access for all
 - Learning for life
 - Leadership and development.

2. Assessment of Performance 2015-16

- 2.1 The assessment report on the second year of the Fifth framework was received in September 2016. Although the aim of the new framework had been to move away from input based assessment, in practise much of the analysis of performance was still based upon inputs and quantitative data, rather than outcomes. A number of the quality indicators are entirely related to resource spend, e.g. Q18 Up-to-date reading materials and Q13 staffing levels. Against these measures the service performed poorly, as budget levels have been reduced in recent years to a level where the target per population cannot be met. Consequently, our performance against those indicators with associated targets declined from meeting 4 in full and 3 in part in 2014-15; to meeting 3 in full, 3 in part and not meeting 1 in 2015-16. The indicator which was not met was that for total opening hours per 1,000 population, which is directly attributable to the closure of two branch libraries.
- 2.2 The service performed better in relation to the core entitlements as these are not so dependent upon resource and the Service is better able to ensure we prioritise delivery to meet these entitlements. Overall, in 2015-16, Newport Library Service was assessed to have met 17 of the core entitlements and not met 1.

3. Performance against Standards 2016-17

- 3.1 An initial self-assessment of the 2016-17 return indicates that the service has improved our performance against the core entitlements, meeting all 18 of them for the first time. We have been able to meet all the core entitlements this year following the ratification and publication of the Library Strategy 2017-2020.
- 3.2 It is possible that the assessor of the WPLS return will not agree with the self-assessment and that the number of core entitlements that are said to have been met will be less. This will potentially depend upon whether performance against the quality indicators is taken in to consideration when reviewing the core entitlements. This was not the case in last year's assessment and there has been no indication from the Welsh Government that they will adopt a different approach this year. Core entitlements that may not be assessed as passed and the indicators affecting them are listed in the table below.

Core Entitlement	Quality Indicator target not met
1. Ensure friendly, knowledgeable and qualified staff are on hand to help	QI13. Staffing levels and qualifications Total number of staff per 10,000 population Number of qualified staff per 10,000 population
6. Provide a safe, attractive and accessible physical space with suitable opening hours	QI16 Opening Hours Aggregate annual opening hours per 1,000 population

- 3.3 Performance against the 16 quality indicators is mixed. As indicated above, where the quality indicator is input based and largely dependent upon resources our performance has declined from last year's return and we have not met the required target. 2016/17 was the first full year in which the service changes resulting from the library review were in place following their implementation in October 2015. This has led to a reduction in the Service budget from £1,049,028 in 2015-16 to £942,095 in 2016/17. Within the 2015-16 Assessment Report from the Welsh Government it was noted that Newport had the lowest level of funding per capita in Wales at £7,516 per 1000 population. Following the further reduction in the budget this figure stands at £6,745 per 1000 population for 2016-17. It is highly likely that the Welsh Government will choose to raise this funding level in the 2016-17 assessment report and that it may colour how they choose to assess performance against the Standards.
- 3.4 The most marked decline in performance is in QI16 Opening Hours, where the total library opening hours per 1000 population has fallen from 112 in 2015-16 to 87 in 2016-17. The target within the Standards is 120 hours per 100 population, so the service is now considerably below that target.
- 3.5 In those quality indicators which are not so dependent upon budget levels the service has continued to perform well by targeting resources, working flexibly and building upon existing good practice. The service has met the requirement to provide a programme of reader development, information and digital literacy support across our sites and has maintained our strong performance in meeting customer requests.
- 3.6 Where possible, we have sought to improve performance. For example, the 2014-15 assessment highlighted the poor levels of attendance at pre-arranged training within our libraries. At 2 attendees per 1000 population the service had the lowest attendance levels in Wales. In 2015-16 we were able to increase attendance to 14 per 1000 and last year by continuing to work with partners performance against this measure has improved again to 59. Another area of improvement has been in the level of expenditure on materials and the number of items acquired for our collection, achieved following the re-allocation of funding within Regeneration, Investment and Housing and a re-alignment of priorities within the Library budget. Expenditure on materials increased by £33,000 (15%) in 2016-17 with the result that we purchased nearly 5000 more items, an increase of 21% on the previous year.

- 3.7 Another first for this framework, we met the target that 1% of aggregate staff time should be spent on training and personal development. This has been achieved despite having the lowest staffing level in Wales and reflects our priority to continue to develop staff skills so that they meet the changing demands of our library customers.
- 3.8 For the first time the Fifth framework of Welsh Public Library Standards incorporated a qualitative element to measure the impact of service on the lives of the people of Wales. Each authority must submit case studies that describe the impact the service has had upon an individual or group and a narrative account of how the library service is working to meet the strategic objectives of the local authority and Welsh Government. As the library service has always aligned the delivery of services closely to the strategic aims of the local authority it has been able to produce a clear narrative of how we meet this requirement. Three case studies have been chosen that highlight the positive impact of library services on people's lives.
- 3.9 The proposed submission is attached to this report within the Background Papers section.

4. Staffing

- 4.1 There are no staffing implications associated with this report.

5. Financial Summary

- 5.1 The performance of the library service against the Fifth Framework of the Library Standards is achieved with the lowest revenue expenditure per head of population in Wales. Where the ability to meet a quality indicator target is directly linked to expenditure levels the service is unable to meet those targets.
- 5.2 There are no financial implications associated with the decision set out in this report.

6. Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Failure to submit a return will have an adverse effect on Council reputation	M	L	Seeking Cabinet Member approval of a proposed Welsh Library Standards return	Operations Manager Culture and Heritage Manager

* Taking account of proposed mitigation measures

7. Links to Council Policies and Priorities

- 7.1 As a universal service operating in communities across the City, the Library Service contributes to all five of the themes and outcomes identified within the Corporate Plan "Standing up for Newport"

8. Options Available

8.1 The options available are:

- Option 1: To agree the content of this report and to approve its submission to Welsh Government
- Option 2: To not agree that the report will be submitted

9. Preferred Option and Why

9.1 The preferred choice is to submit the return detailing Library Service performance to Welsh Government.

10. Comments of Chief Financial Officer

10.1 The standards have been achieved within each of the five frameworks and within current financial resources approved each year. There are no direct financial consequences associated with the report to be submitted to the Welsh Government.

11. Comments of Monitoring Officer

11.1 There are no specific legal issues arising from the Report. The Council has a duty under the Public Libraries and Museums Act 1964 to deliver a comprehensive and efficient library service. The Framework of Welsh Public Library Standards helps to maintain and improve standards and to enable Welsh Government to assess whether authorities are complying with this duty. This initial self-assessment indicates that there has been a continuous improvement in the library service over the past three years and that all of the core entitlements under the new fifth framework have been met in 16/17. However, performance is more mixed in relation to the quality indicators, particularly where reduced resources has had an impact on the service's ability to meet targets.

12. Comments of Head of People and Business Change

12.1 The report notes the challenges the Newport library service faces in terms of staffing and resources but also indicates strong and improving performance, for example meeting all 18 core entitlements, providing a reader development service, digital literacy support and achieving staff training and development targets. The case studies provided demonstrate the value of library services in improving wellbeing for instance in terms of mental health, child development and adult learning. These are regarded as preventative services providing long term societal and individual benefits. The Library Strategy 2017-2020 helpfully sets out the contribution of library services to the national goals set out in the Wellbeing of Future Generations Act 2015 and will act as a template for the provision of a sustainable service in the medium term.

13. Comments of Cabinet Member

13.1 Cabinet Member has approved the report.

Comments from Non-Executive Members

Councillor Ferris

It's very disappointing to read that our library provision has been found lacking. Is this a regrettable "first" in our history as we always made every effort to keep our accreditation scores? It is even more galling to read that the fall in our scores is due to the closure of two branch libraries. This was done, in my ward despite the library being only one of two very small community facilities that the Council provide in the whole ward and despite the vigorous protest made by the whole community against the Library's closure. We were given the strongest assurances that the closure wouldn't lead to a fall in the library accreditation stakes as we were complacently told, "people could use the central library",- despite the branch library being valued part of the local community and shopping centre's visitor offer. Shamefully, this was done to make the insignificant saving of a mere £10,000 P.A. The Library has now been taken over by volunteers and is used as a small arts centre. Does the Council propose redressing the noted lack of provision by re-establishing a branch library? I wouldn't want to see the little art centre evicted, but there are vacant adjoining premises that could be used, or even made to link into the arts centre.

Response from Cabinet Member for Regeneration & Housing

Thank you for your comments in relation to the report.

Please find below a response to your concerns raised during the All Member Consultation:

I note your concerns about the level of library provision in your local area due to changes in Library venues, however there are still a number of library services available and there is option of ordering books on line.

14. Scrutiny Committees

14.1 N/A

15. Equalities Impact Assessment

15.1 N/A

16. Children and Families (Wales) Measure

16.1 Although the provision of Libraries falls outside the direct scope of the Children and Families (Wales) Measure, Libraries make a contribution to child development and therefore contribute to a wide strategy to ameliorate the effects of Child poverty. Additionally Libraries offer a safe and fun place for children to develop their reading skills and therefore makes a contribution to play based learning.

17. Wellbeing of Future Generations (Wales) Act 2015

17.1 The Welsh Library Standards are the Welsh Government's method of ensuring Local Authorities discharge their statutory duty to provide a comprehensive and efficient Library Service. As such it is a nationwide process that uses a common approach ensuring well developed collaborative and integrated approach.

18. Crime and Disorder Act 1998

18.1 Libraries support cohesive communities fostering active citizenship and thereby challenging the causes of some criminality.

19. Consultation

19.1 N/A

20. Background Papers

Dated: 18 August 2017

This page is intentionally left blank



The fifth quality framework for Welsh public libraries

April 2014 to March 2017

Annual return pro-forma: Year ending 31 March 2017

Guidance notes

The return is to be made over three worksheets, together with a Word document. Authorities should take note of the following:

The *Definitions and guidelines for data collection and reporting* document provides guidance for completing the return.

Where data are included in the annual public library actuals return to CIPFA, the same figure should be used for this return.

Only those cells where data are required can be selected; other areas of the return are shaded. The tab key can be used to move to the next available cell.

MALD reserves the right to request evidence of the information provided in the return to assist with the assessment process.

Context

This sheet requires some descriptive details for the authority, and contact details for the person to whom any queries should be addressed.

Core entitlements

This sheet deals with the 18 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information in the space provided.

Quality indicators

This sheet covers the 16 public library standard quality indicators. For some indicators authorities are required to enter the raw data from which quantitative standards are derived; calculation will then take place automatically.

For those standards with quantitative targets, values are compared to the target set, and an indication given of whether or not that standard has been met. Space has been provided for comment; authorities failing to meet targets will be prompted to use this space to detail any mitigating circumstances, and plans for future improvement.

A comparative figure for the year ending 31 March 2016 should be provided for each annually reported PI. Space is provided for authorities to comment on any decline in their performance over the previous year.

The most recent figures available should be given for those PIs which are required only once in the three year period, and the date of data collection given in the space provided.

Submission

When completed, the return should be submitted via email to MALD:

mald@wales.gsi.gov.uk

Closing date for receipt of returns:

Friday 23rd June 2017

For more information please contact:

Alyson Tyler

alyson.tyler@wales.gsi.gov.uk

0300 062 2103 (direct line)

0300 062 2112 (MALD main number)

Contextual data

Year ending 31 March 2017

Newport City Council	
Authority	
Resident population	147,769
Percentage of population aged under 16	20.0%
Percentage of population able to speak and read Welsh (see notes)	9.3%
No. of static service points open 10+ hours per week	9
No. of static service points open for less than 10 hours per week	0
No. of Mobiles	0
Community libraries open 10+ hours per week	
<i>No. of community managed libraries</i>	0
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	0
Community libraries open for less than 10 hours per week	
<i>No. of community managed libraries</i>	0
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	0
How many, if any, of these community libraries are included in this return (see notes)?	0
No. of Independent Community Libraries	1
<u>Contact details for queries regarding this return</u>	
Name	Alun Prescott
Telephone	01633 851646
Email	alun.prescott@newport.gov.uk
Has this Annual Return been approved by the authority prior to its submission to MALD?	

Compliance with Core Entitlements

Entitlement

Compliance
(please select)

Authority comments

Customers and Communities

1 Ensure friendly, knowledgeable and qualified staff are on hand to help.

Fully met

All libraries are staffed during opening hours by members of the library team. We have a well established team of staff who are all highly experienced in providing library services to our customers. Although there has been a reduction in the total staff numbers following the library review, the service is confident that the complement of staff at our remaining sites is appropriate and that friendly, knowledgeable and qualified staff are on hand to help our customers. During 2016/17 there has been a focus on staff digital skills training and we have achieved the 1% personal development target for the first time in this framework.

2 Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.

Fully met

The service runs a range of activities for children and adults at all our sites throughout the year that promote the benefit and the fun of reading. Story-clubs for early years children are held in libraries during term-time which combine story and rhyme activities. Many of our libraries host reading groups, and shared reading groups are held in the Central Library. Digital and Information Literacy support sessions are run by library staff and in partnership with outside organisations including Job Centre Plus and Communities First. During 2016/17 Coding clubs were introduced at 4 of our libraries

3 Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation.

Fully met

Library services in Newport work closely with Adult Community Learning, including a shared operational management structure and co-located services. Libraries therefore have a strong understanding of the needs of learners and supply a range of resources that directly support the Community Learning curriculum. In addition, community learning classes currently run from two of our libraries, and we work in partnership with other organisations including Communities First and Flying Start to promote literacy and learning. All our libraries participate in both the Bibliotherapy and Better with Books schemes and we have dedicated health and wellbeing collections at all our sites. The Central Library also has specialist Dementia Support and Carers collections.

Access for all

4 Open to all members of their communities

Fully met

No restrictions are placed upon accessing our services or becoming a library member. The service makes use of our own demographic data from the LMS and Community Insight profiling when planning service delivery at individual sites. The Community Insight profiles in particular have fed in to our stock selection profiles for each site.

5 Free to join

Fully met

The authority makes no charge for joining the library.

Compliance with Core Entitlements

<p>6 Provide a safe, attractive and accessible physical space with suitable opening hours</p>	<p>Fully met</p>	<p>Following the Library Review in 2014 we consulted upon new opening hours at each site and in all cases the option that was most popular with respondents was implemented. The physical condition of our sites is monitored constantly and issues raised with the Newport City Council's Property Services department as necessary. A priority list of works is in place and this is reviewed on an annual basis by the Operations Manager. Where possible the service will seek to improve the physical space within our libraries on a rolling basis based upon the priority list. In 2016/17 £25000 was spent on the refurbishment of Rogerstone Library to take full advantage of modern library design standards to create a more attractive and accommodating community space, with a larger junior area that will allow us to run events for children more effectively.</p>
<p>7 Provide appropriate services, facilities and information resources for individuals and groups with special needs</p>	<p>Fully met</p>	<p>The service provides a Housebound delivery service to people in their own home. Deposit collections are made to residential homes and sheltered housing across the City. The service stocks a range of materials including large print and spoken word titles to support individuals with special needs. All our libraries have available adaptive equipment such as large keyborads and enlarging software for individuals who require them. In 2016/17 the service has worked in partnership with the RNIB to run digital inclusion support sessions for people with sensory loss.</p>
<p>Learning for life</p>		
<p>8 Lend books for free.</p>	<p>Fully met</p>	<p>No charge is made for the loan of books. No charge is made for requests. No charge is made for reservations within the authority or across Wales. A charge is levied for Inter-Library loans secured via the British Library, though at £4.50 this is a subsidy of over £9 on the standard BL loan charge.</p>
<p>9 Deliver free access to information.</p>	<p>Fully met</p>	<p>The Central Library has a specialist reference collection with an extensive range of reference and informaiton titles available. Online informaiton resources are available at all our sites free of charge. The service has signed-up to the Access to Research initiative and this is promoted at all our sites. The Newport LION portal offers all registered library members access to a range of remote-access informaiton resources 24 hours a day. The authority makes no charge for ILL materials from other libraries in Wales and secures the vast majority of such items through the Books4U regional partnership.</p>
<p>10 Provide free use of the Internet and computers, including Wi-Fi.</p>	<p>Fully met</p>	<p>No charge is levied for use of the internet</p>
<p>11 Deliver free use of online information resources 24 hours a day.</p>	<p>Fully met</p>	<p>A range of online resources are available to all library members 24 hours per day via the Newport Libraries and Informaiton Online (LION) portal. The service supports Access to Research at all our sites.</p>

Compliance with Core Entitlements

<p>12 Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.</p>	Fully met	The authority provides resources in a wide range of formats to meet the needs of our users. This includes Welsh Language materials, large print and spoken word titles and community language books. The authority provides e-books and e-audio titles via Overdrive and Borrowbox. The service uses supplier selection for the majority of stock and the profiles for this are reviewed and updated annually, based upon an analysis of the previous year's performance, anticipated future demand and community profiles for each site.
<p>13 Share their catalogues, to enable a single search of all Welsh library resources.</p>	Fully met	The authority makes its catalogue available via Cat Cymru and is a member of the Books4U South Wales regional partnership
<p>Leadership and development</p>		
<p>14 Promote libraries to attract more people to benefit from their services.</p>	Fully met	The service works with the Council marketing department to raise awareness of the full range of services amongst all Newport Residents. Promotion work this year has included: Social Media and web advertising; press releases; articles within the Council's information newspaper 'Newport Matters'. The library service has a strong web presence with a facebook page and twitter feed. In addition library staff engage in outreach work to promote library services in local communities and attend events and activities run by partner organisations, e.g. Job Centre Plus and Communities First. The service has a branding theme which is used in our promotional materials and has also been used in the past year to re-design the internal signage used across our service points.
<p>15 Regularly consult users to gather their views on the service and information about their changing needs.</p>	Fully met	A complete user survey was carried out in March 2016 with adults and children, which allowed respondents to complete the consultation online for the first time. The next user survey will be conducted in March 2018. The service also consults with our users on specific issues where appropriate, e.g. in 2015/16 we consulted on the new opening hours at five of our libraries.
<p>16 Work in partnership to open up access to the resources of all Welsh libraries.</p>	Fully met	The authority fully supports partnership working to open access across Welsh Libraries as a member of the Books4U scheme and by making our catalogue available on the Welsh Libraries portal.
<p>17 Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.</p>	Fully met	The Library Services Strategy is available in English and Welsh on the Library webpages at www.newport.gov.uk/libraries
<p>18 Provide a clear, timely and transparent complaints process if things go wrong.</p>	Fully met	The authority adheres to the Newport City Council Corporate Complaints policy which provides a framework for dealing with complaints and a process for escalation if required. This complaints procedure is advertised across all council services.

Welsh Public Library Quality Indicators

Customers and communities		Newport	
WPLSQI 1 Making a difference		2016-2017	
Percentage of adults who think that using the library has helped them develop new skills	61%	Survey date (month & year)	March 2016
Percentage of adults who have found helpful information for health and well-being at the library	38%		
Percentage of adults who experience the library as an enjoyable safe and inclusive place	95%		
Percentage of adults who think that the library has made a difference to their lives	77%		
Authority comment:			
The authority conducts user surveys every two years. The next survey will be held in March 2018			
Percentage of children aged 7-16 who think that the library helps them learn and find things out	89%	Survey date (month & year)	March 2016
Percentage of children aged 7-16 who think that the library has made a difference to their lives	64%		
Authority comment:			
WPLSQI 2 Customer satisfaction		2016-2017	
		2015-16	
Percentage of adults who think that the choice of books is 'very good' or 'good'	89%	Survey dates (month & year)	March 2016
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	95%		
Percentage of adults who think that the library is 'very good' or 'good' overall	92%		
Authority comment:			
Average overall rating out of ten awarded by users aged 7-16 for the library they use	9.4	Survey date (month & year)	March 2016
Authority comment:			
WPLSQI 3 Support for individual development		2016-2017	
		% of total	
2015-16 % of total			
Number of static service points open for 10 hours per week or more providing:			
Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	9	100%	100%
Training to improve literacy, numeracy and digital skills.	9	100%	100%
Information literacy sessions for users.	9	100%	100%

Page 6

Welsh Public Library Quality Indicators

Support for users to access local and national e-government resources.	9	100%	100%
Reader development programmes/activities for both adults and children	9	100%	100%
This target has been met.			
WPLSQI 4 User training	2016-2017	Per 1,000 pop'n	2015-16
Total number of attendances at pre-arranged user training sessions organised by the library	8,670	59	
Percentage of attendees who said that attendance helped them to achieve their goals	80%		94%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	500		
Number of feedback forms included in the calculation	420		
Number of customers helped by means of informal training during the year	21926	148	
Authority comment (including note on the method used to calculate the results): A focus of our work in 2016/17 was to increase the attendance at pre-arranged user training sessions. This was achieved by working closely with Communities First and Adult Community Learning to run training sessions at libraries using our ICT facilities. The calculation for number of customers helped by means of informal training was calculated by averaging four sample counts conducted by staff during the year and adding the number of attendees at informal training events held by partners within our libraries.			
Access for all			Newport
WPLSQI 5 Location of service points	2016-2017		2015-16
Population density (persons per hectare)	6.7		
% of households within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop	97%		97%
This target has been met.			
WPLSQI 6 Library use	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Total number of visits to library premises during the year	362,405	2,453	2,467
Please indicate the method used for calculation	A combination of these methods		
Total number of external visits to the library's web site during the year	126,530	856	852
Total number of active borrowers during the year	17,265	117	113
Total number of library members	48,696	330	268

Welsh Public Library Quality Indicators

Total number of book issues (adult and children combined)	418,528	2,832	2,758
Total number of audio-visual and electronic issues/downloads	35,629	241	238

Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse):
The last membership cleanse was in March 2016.

WPLSQI 7 User attendances at library events 2016-2017 Per 1,000 pop'n 2015-16 Per 1,000 pop'n

Total number of attendances at events and activities organised by the library	23,652	160	147
---	--------	------------	-----

Authority comment:

Learning for life Newport

WPLSQI 8 Up-to-date reading material 2016-2017 Per 1,000 pop'n 2015-16 Per 1,000 pop'n

Total number of items acquired	28,159	191	158
Total materials expenditure (from WPLSQI 14)	£249,494	£1,688	£1,473

This target has not been met. Please add any comments below:

During 2016/17 the authority was able to provide additional funding to increase materials expenditure. Although this has not met the WPLS target it has meant that there has been an increase of 20% in the number of items acquired per 1000 population. The replenishment rate of 17% would indicate that sufficient materials are being acquired and that to further increase materials expenditure would have little impact upon service quality.

Lending stock at the start of the year	159,342	2015-16	
Total acquisitions of materials for loan	27,623		
Replenishment rate	17.3%	%	12%

This target has been met.

WPLSQI 9 Appropriate reading material 2016-2017 2015-16

Total expenditure on material purchased for children	£50,800		
Does this figure include expenditure on a Schools Library Service?	No		

Percentage of materials expenditure for children	20%	%	19%
--	------------	---	-----

This target has been met.

Page 18

Welsh Public Library Quality Indicators

In line with the increased materials expenditure in 2016/17 there has been an appropriate rise in the budget spent on children's materials

Total expenditure on materials in the Welsh language

£9,981

Percentage of materials expenditure on materials in the Welsh language

4.0%

%

4%

Spend per 1,000 Welsh-speaking resident population

£726

£

£637

This target has been met.

In line with the increased materials expenditure in 2016/17 there has been an appropriate rise in the budget spent on Welsh language materials to maintain the 4% target

WPLSQI 10 Online access

2016-2017

Per 10,000 pop'n

2015-16 Per 10,000 pop'n

Total number of networked public access computers

75

5.08

5.08

This target has not been met. Please add any comments below:

The number of public access computers available has not changed in 2016/17. As noted in the previous return, the level of usage of computers at 32% indicates that there is sufficient capacity and that the number of PCs we provide is equivalent to demand.

Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?

Yes

This target has been met.

Do all static service points provide Wi-Fi access for the public using their own devices?

Yes

This target has been met.

WPLSQI 11 Use of ICT

2016-2017

% used

2015-16 %

Number of hours available for use of public access ICT facilities during the year

110,031

Number of hours recorded for use of public access ICT facilities during the year

35,047

32%

30%

Number of hours available for use of Wi-fi networks by the public during the year

Not available

Number of hours recorded during which Wi-fi networks were used by the public during the year

Not available

Authority comment:

The Wi-Fi system installed in our libraries does not include any information on the hours of use within its reporting software, so we cannot supply this information.

Welsh Public Library Quality Indicators

WPLSQI 12 Supply of requests	2016-2017	%	2015-16 %
Total number of requests for specific items made during the year	12,415		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made This target has been met.	8,879	72%	75%
Number of requests which are notified to the user as being available within 15 calendar days of the request being made This target has been met.	10,608	85%	84%
Leadership and development			Newport
WPLSQI 13 Staffing levels & qualifications	2016-2017	Per 10,000 pop'n	2015-16 Per 10,000 pop'n
Total number of staff (FTE) This target has not been met. Please add any comments below: Authority comment (including information about shared staff): The total of 24.4 FTE consists of 22.5FTE staff employed directly by the Library Service and an estimated 1.9 FTE contribution from Community Learning Staff working within our 2 shared service points. The contribution of the Community Learning staff is calculated on the basis of them working 50% of their time on library duties.	24.4	1.65	1.60
Number of staff holding recognised library related qualifications (FTE) (including cognate areas) This target has not been met. Please add any comments below:	9.0	0.61	
Number of staff holding qualifications in cognate areas (FTE)	0.0		
Number of posts which require a library qualification	8.0		
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	1.0		
Authority comment :			
Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	Yes		
Please give details of current qualifications held: M (Dip) Information and Library Studies			

Welsh Public Library Quality Indicators

This target has been met.

Where does this post sit within the local authority management structure?

This post sits within the 4th tier of the local authority management structure

What is the post held by the most senior professional librarian (if different from the above)?

Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?

Total staff working hours during the year

47,638

Number of staff hours spent in training & personal/professional development

534

% of time spent in training & personal/professional development

1.1%

This target has been met.

Total number of volunteers active during the year

41

2015-16

22

Total number of volunteer working hours during the year

1,795

2015-16

1,580

Do you have Investors in Volunteers accreditation relating to the NOS?

No

Briefly describe the training and support offered to volunteers.

All our volunteer recruitment and management is conducted in line with the authority policies. Recruitment is managed through the authorities' HR and Payroll team. All volunteers are supported by a member of our management team who as their volunteer co-ordinator maintains regular contact with them. At the point of them joining us, all volunteers are given an induction in to the Service and receive appropriate training for the role.

Authority comment:

WPLSQI 14 Operational expenditure

Expenditure on staff

£599,937

60%

2015-16

66%

Total materials expenditure

£249,494

25%

20%

Expenditure on maintenance, repair & replacement of equipment & buildings

£40,835

4%

2%

Total other operational costs

£106,431

11%

12%

Total revenue expenditure

£996,697

100%

100%

Welsh Public Library Quality Indicators

Total revenue expenditure per 1,000 population	£6,745		£7,516
Total capital expenditure	£0		
Total capital expenditure per 1,000 population	£0		£272
Authority comment:			
WPLSQI 15 Cost per visit	2016-2017	Ratio	2015-16
Total revenue expenditure	£ 996,697		
Total income generated	£54,602		£58,636.00
Total number of visits to library premises during the year	362,405		
Total number of external visits to the library's web site during the year	126,530	£1.93	
Authority comment:			
WPLSQI 16 Opening hours	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Aggregate annual opening hours for all service points	12,800	87	112
This target has not been met. Please add any comments below:			
The reduction in opening hours in comparison with the 2015-16 assessment is caused by the first full-year implementation of the library review conducted in 2014. This resulted in the closure of two branch libraries and a reduction in opening hours at others in October 2015.			
		% of total	2015-16 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	5		
Total planned opening hours of all static service points	12,800	0.0%	0%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	0		
Total planned mobile library stops and home deliveries	0		
Authority comment:			

Appendix 2 – case study and additional narrative questions

Good impact case studies are expected to include evidence that the library service has made a positive difference to an individual (or group of individuals). This would normally go beyond a description of services provided and their use, to show the outcome, and may include testimony from the customers concerned.

Authority: Newport City Council

1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Up to four case studies may be provided (indicative length: 500 words each).

a) **Anna's story**

Anna first came in contact with the library as part of a partnership project between the library service and Women's Aid to promote the benefits of reading using The Reading Ahead scheme. She was similar to the majority of the group in having never used a library before, whilst many had never read a book for pleasure, so the project was a challenge for them all.

She was very shy and vulnerable due to her past experiences and her visits to the library were a way for her to get out without feeling anxious. She felt the library was a safe environment where she could spend time looking at books with her baby.

During the Bettws Reads project, that was ran in partnership with Literature Wales, we ran a 'Bettws Illustrates' event at Bettws Library. This event was a make your own graphic novel workshop open to the public. Anna was attending the library at the time and after a small while overcame her shyness and she joined the session and began to chat with the group. Her recounting of her trip to the library that morning became the inspiration for one of the graphic novels that was produced by the group.

She appreciated being included in the session, and had thoroughly enjoyed herself and had felt welcomed, she would not have joined the session if not encouraged to by staff.

"Visits to the library have let me get out of the house; it's somewhere to go that is free. Today I would never have gone to a creative writing session and I really enjoyed it, thank you"

Her trips to the library have enabled her to overcome some of her fears, she now feels able to regularly attend our story club sessions with her young son, something she never imagined she would be able to do. She has gained confidence and she is passing her new found love of books and reading on to her

young son.

|

b) **Marie and Christopher**

Marie and her 3 year old son Christopher have just moved to the area and found out about the story club at Rogerstone library through the Rogerstone local directory. The story club is a weekly activity of rhymes, songs, stories and craft for young children and their parents and carers.

The story club was an ideal opportunity for Marie and her son to make new friends in the community, and find out more about her new local area. Attending the weekly sessions is now part of their routine of spending time together.

Before they started going to the story club Marie was buying books for Christopher. Since he likes dinosaurs she was buying a lot of dinosaur books. Now he goes to the story club he chooses his own books to take home. Marie says they now share lots of different stories at home together. Their range has widened and she is saving money.

Marie believes the sessions are educational as Christopher is learning about animals, colours and numbers. However it is different from nursery as there are less children attending and so he feels more confident to interact, ask questions and be more involved in sharing the stories and singing together.

They have learnt new stories and songs and share these at home too. He enjoys the craft activity and likes to take his new toy home to play with for a few more hours.

Marie is convinced story club has given him the confidence to be more interactive with the stories. Even at home he is more involved in sharing stories and experiences, whereas before he was shy and struggled with sitting and listening. He is also now interacting and socialising with the other children.

|

c) **Jean's Story**

Jean is an avid reader who has in the past preferred to own books rather than borrow them. 3 years ago Jean was off sick from work with stress and her son recommended she attended one of the Newport Central Library personal shopper sessions. These sessions involve at least half an hour of a librarian's time helping a customer find new authors and genres to read, recommending websites to find new authors etc and how to use our online services. This half an hour is tailored to the customer's needs. Jean described it as "illuminating and helpful".

From this session Jean joined the library, borrowed lots of new books and decided

to join the weekly shared reading group. Jean describes the group as her “salvation” in a very difficult point in her life. She was so nervous and frightened that she would have to read out loud to the group that she got her son to accompany her and introduce her to the group. Once she had been a few weeks she gained confidence and starting talking to these new friends.

When Jean retired a year ago she was scared she would have nothing to do and started to look for more structure in her day. She found out that we were looking for volunteers at a branch library. She quickly signed up as she wanted to be “surrounded by books and excited about being surrounded by all these new writers to discover”. She enjoyed helping the customers and shelving the books and spent most of her time taking them home! Her volunteering experience made her felt important in the community as was doing something useful and this empowered her.

Now she is retired she is a regular at the shared reading group and this has made her happy as she has made new friends, been inspired to read different authors and borrow even more books. In the last 6 months Jean is even more confident as she volunteers to read aloud to the group. She says she feels useful and valued by her new friends, and this has helped in her transition to retirement.

d) []

2. Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals (indicative length: 500 - 1,000 words).

The Welsh Government has outlined its priorities and strategic goals in two key documents, the Well-Being of Future Generations Act 2015 and ‘Taking Wales Forward 2016-21’. Newport Libraries have taken note of the strategic goals and priorities of the Welsh Government when compiling its own Library Strategy 2017 – 2020, which has identified 6 key priorities for the service. The table below shows the correlation between the Library Strategy and the priorities of the Welsh Government.

Newport Library Strategy 2017 – 20	Well-Being of Future Generations Act 2015	Taking Wales Forward 2016 - 21
To encourage reading and support literacy	A Prosperous Wales A more equal Wales	Ambitious and Learning
To provide digital services and support digital inclusion	A Prosperous Wales	Ambitious and Learning United and Connected
To support the health and well-being of our communities	A Healthier Wales A Wales of Cohesive Communities	Healthy and Active
To provide access to information	A More Equal Wales A Wales of Cohesive Communities	Prosperous and Secure Ambitious and Learning

To promote and facilitate learning and assist residents to achieve their potential	A Prosperous Wales A More Equal Wales A Wales of Thriving Culture and Welsh Language	Prosperous and Secure Ambitious and Learning
Service improvement and efficiency		Prosperous and Secure United and Connected

A more detailed analysis of how the library service is currently delivering against our strategic aims and what we plan to deliver to 2020 clearly demonstrates how the service is contributing to the Welsh Government priorities and goals.

1. To encourage reading and support literacy

The Welsh Government has stressed the importance of the first 100 days in a child's life and Newport Library Service have identified pre-school children as a key client group for us. We have re-aligned our junior book budget so additional funding is spent on materials appropriate for this age group and in 2017/18 the overall junior budget has been increased by 8%. We have strong links with Flying Start settings across the City who regularly visit our libraries and run their own celebration events from our venues. Libraries work closely with the Language and Play team to ensure that we can support their work by supplying appropriate materials to settings.

Story-clubs for pre-school age children operate at several of our libraries and we offer a range of events and activities for older children across all sites during school holidays.

2. To provide digital services and support digital inclusion.

The Welsh Government has a target that 95% of people in Wales will have the basic digital skills needed by 2021, and Newport Library Service is fully committed to supporting this. We offer a range of classes and support at our sites, run by both our own staff and by partner agencies. This includes 4 week 'taster' sessions; Digital Fridays and Digital Literacy courses run by Communities First and Adult Community Learning. We are also aware that it is not always possible for an individual to access support at a pre-defined class so are concentrating upon improving the digital skills of our staff so they are more capable of assisting users on an ad-hoc basis.

3. To support the health and well-being of our communities

The Library Service continues to support both the Bibliotherapy and Better with Books schemes and actively looks forward to a potential relaunch of the BPW scheme. We are currently working towards becoming a Dementia Friendly service with a roll-out of training for all staff. We have identified Health and Wellbeing collections at all our sites in line with Framework 6 of the WPLS and have specialist Carers and Dementia collections within the Central Library.

In order to combat social exclusion within our communities, we are expanding the range of activities we offer at our sites over the course of 2017/18 to encourage greater social interaction amongst members of the community who are identified at risk of exclusion.

4. To provide access to information

The Service is committed to providing a range of information resources to support residents of Newport to develop new skills and access lifelong learning opportunities. During 2016/17 an additional £33,000 was spent on bookstock, an increase of 15%.

5. To promote and facilitate learning and assist residents to achieve their potential

The Library Service runs a number of formal and informal learning opportunities across our sites. Two of our libraries are located in shared premises with Community Learning services so a wide range of courses operate from those buildings, including ICT, ESOL and basic skills classes. We have also worked with Communities First in the North of the City to run a programme of classes at two of our libraries to help individuals to return to work.

During 2016/17 we set up Code Clubs at four of our libraries which are now well established and will be expanded in 2017/18/

6. Service improvement and efficiency

During this period of financial restraint it is important that services seek to make the most effective use of our resources. This includes working collaboratively with other library authorities in areas such as the Book Purchasing Consortium, the Books4U regional lending scheme and the All-Wales LMS.

Where appropriate the service uses volunteers to support service delivery, including our work with Job Centre Plus that gives vital work experience to individuals who have been long-term unemployed.

3. Please provide a short statement about the future direction and plans for the library service (indicative length 200 words).

Newport Library Service has identified six strategic priorities to 2020 which are discussed in Section 2 above.

Our vision is for a library service that pro-actively works to support the residents of Newport to achieve their potential. A key element in any future success will be our ability to continue to work in and develop partnerships with other Council departments and external agencies to meet our goals.

The service will continue to seek ways to innovate and work as efficiently as possible, making use of technology to meet changing customer demand.

Newport City Council are currently undertaking work to assess the feasibility of a Community Hub model where a range of council departments and partner agencies will operate shared facilities at strategic locations across the City. It is envisaged that library services will be an important element of this initiative, should it progress.

This page is intentionally left blank